
Call Pickup Network Wide

Large installations exceeding the capacity of a single private exchange, or requiring network solutions to security requirements (as in the case of hospitals, chemical companies, nuclear power plants, etc.) have presented the possible circumstance of their employees working in close proximity to each other, but not sharing the same telephone switch. This raises the need to make available network-wide those features that were previously only required locally; Call Pickup is one such feature.

The Call Pickup Network Wide feature enables the following functionalities to be extended over a Meridian Customer Defined Network ISDN network:

- Ringing Number Pickup
- Directed Call Pickup by Group Number
- Directed Call Pickup by DN, and
- Display Call Pickup.

With the exception of Display Call Pickup, user operation of the above features remains unchanged. To display Call Pickup, press the Display key, followed by the Call Pickup key. Display Call Pickup is modified so that the Ringing Number Pickup (RNP) key winks for five seconds once a local or remote ringing DN is found and displayed. During this time, the user can press the RNP key to initiate a Call Pickup directed to the displayed DN.

With Call Pickup Network Wide, users must be assigned to the same Call Pickup group regardless of network location. Each Ringing Number Pickup Group may be linked to a Speed Call List (SCL) which is used when there is not an applicable local set to pick up. Different groups may be linked to different SCLs.

To be able to route calls through the network from one originating node to a destination node, an ISDN Private Integrated Services Network Exchange (PINX) DN is defined for each node in the network. The ISDN PINX DN is a DN taken from the customer's numbering plan used to aid with the routing of network calls. It does not correspond to a real terminal on the node, so can never be busy. Each SCL contains a list of PINX DNs which correspond to the remote nodes or customers to be searched. Thus, the purpose of the Speed Call List is to let the system know where to look in the network to pick up the call. If a pickup group is linked to a Speed Call List, this group is considered as being network wide.

The search is conducted in an ascending order as programmed in the Speed Call List (i.e., entry 0 first). This Speed Call list is used when there is not an applicable local set to pick up.

When a network search is performed, a slight delay occurs before a call is connected or rejected, during which time the set will receive silence. This delay is traffic dependent. If for any reason the call cannot be rerouted to the requesting party, the call will ring again at the originally dialed DN and the requesting party will receive overflow tone.

Operating parameters

Call Pickup Network Wide is not supported over a Virtual Network Services (VNS) link.

A Speed Call List must be configured with the PINX DNs of the remote switch. The local PINX DN must be configured in the Customer Data Block (LD15).

If on one single node two calls are ringing at the same time, the call with the higher priority will be picked up. But if on two nodes two calls are ringing at the same time (one call on each node), the call on the node searched first will be picked up (i.e., a normal ringing call on the local node is picked up before a priority ringing set on a remote node).

Feature interactions

Access Restrictions

All access restrictions applicable to Network Alternate Route Selection (NARS)/Basic Alternate Route Selection (BARS) calls (including Class of Service, Network Class of Service, Trunk Barring (TBAR), and New Flexible Code Restriction (NFCR) restrictions based on digit manipulation) apply to a redirected call from the receiving node to the requesting node. This means that there are no limitations added to the access restriction checks for calls being redirected by the Call Pickup Network Wide feature.

If the call is blocked because of any of these access restrictions on either the receiving, tandeming, or requesting node, the originally called party is re-rung and the party attempting to pick up the call receives overflow tone.

Attendant-Extended Calls

The Call Pickup Network Wide feature can be used to pick up attendant-extended calls to a remote station.

Automatic Call Distribution (ACD)

The Call Pickup Network Wide feature cannot be used to pick up a call to an ACD DN. Calls to ACD DNs will be skipped and queue scanning will search for another ringing call.

A call to a non ACD DN on an ACD set can be picked up as a normal call. A call transferred by an ACD agent can be picked up as a call transferred by a normal set. In addition, it is possible to pick up as a normal call a call originated by an ACD set on a non ACD DN key.

ISDN Basic Rate Interface (BRI)

An ISDN BRI terminal cannot initiate a call pickup, and a call ringing at an ISDN BRI terminal cannot be picked up.

Call Back Queuing

A call redirected by the Call Pickup Network Wide feature cannot be subject to Call Back Queuing.

Call Collision (Glare)

A call redirected by the Call Pickup Network Wide feature will be treated as for normal ISDN calls. A new trunk will be found if possible; otherwise, the requesting party will receive overflow tone.

Call Park

The Call Pickup Network Wide feature cannot be used to pick up parked calls. A recall of a parked call can be picked up, in which case the call is unparked and answered by the requesting party.

Called Party Name Display

Network Call Party Name Display information will be exchanged during Call Pickup Network Wide calls if the sets involved in the call would normally exchange the information for calls over the routes that have been used for the original call and the call pickup. Conversely, if Network Called Party Name Display would not operate for a normal call from the originating party to the terminating party, the service will not be supported when Call Pickup Network Wide is involved.

Name displayed on the requesting party

If a remote ringing station is picked up, the originating party's name is always displayed, independent of the requesting party's Class of Service.

Call Redirection

Network Call Redirection

Call redirection only has an interaction if the call being picked up has already been redirected. In this case, the original redirecting number will be passed on instead of the DN of the set from which the call is being picked up. The redirection reason displayed will remain as the previous displayed redirection reason if the Called Party Name Display is involved.

Call Transfer

Network Call Transfer

A call may be picked up before or after the transferring party has completed the transfer.

For pickup before transfer completion, the transferring party is displayed updated information by the Call Pickup Network Wide feature when the call is picked up. Then, when the transfer is completed, normal call transfer information is exchanged by each party involved in the final call.

For pickup after call transfer completion, everything happens as if the call had been made directly from calling to ringing party. After pickup is performed, displays are updated as for normal Call Pickup.

Call Waiting

Call Waiting calls cannot be picked up.

Call Waiting Redirection

A call that is redirected by the Call Waiting Redirection feature to the active set's Call Forward No Answer DN may be picked up.

Conference

Call Pickup Network Wide may be used to pickup an enquiry call from a conference, subject to the same limitations as apply to Call Transfer.

Data Calls

The Call Pickup Network Wide feature cannot be used to pick up data calls.

Dial Intercom

The Dial Intercom feature is not supported network wide. Any pickup attempt from a distant node to a local intercom call will be rejected, because the far-end user is considered as not being in the same intercom group.

Group Call

The Group Call feature does not allow having a remote party in a Group Call list. Therefore, a Group Call cannot be picked up by a remote station. If during the network scanning a Group Call is found, it will be ignored and the network scanning will continue.

Multi-Tenant Service

The Call Pickup Network Wide is not supported in a multi-tenant environment.

Network HOT Type D Intercom

It is not possible to pick up a HOT type I call; however, it is possible to pick up a HOT type D call.

Network Routing Restrictions

NARS Anti-Tromboning

At the receiving node where the set is ringing, NARS Anti-Tromboning does not apply to a call being redirected by the Call Pickup Network Wide feature.

Network Attendant Service/ISDN Call Connection Limitations

ISDN Call Connection Limitations (ICCL) apply to Call Pickup Network Wide calls. If the call being redirected by the Call Pickup Network Wide feature is blocked due to one of the ICCL limitations (e.g., Tandem Threshold, Call Redirection Threshold, Number of MU/A Law Conversions, Disconnect Supervision), the originating call will re-ring the originally called party and overflow tone is given to the requesting party.

Night DN

The Call Pickup Network Wide feature can be used to pick up a call to the night number if it is ringing an ordinary station (i.e., PBX (500/2500), 16-button Dual-tone Multifrequency, or proprietary set).

Off-Hook Queuing

A call redirected by the Call Pickup Network Wide feature cannot be the subject of Off-Hook Queuing.

Path Optimization

Network Attendant Services (NAS)

NAS Anti-Tromboning is supported by the Call Pickup Network Wide feature.

Trunk Route Optimization Before Answer

The Call Pickup Network Wide feature does not support Trunk Route Optimization Before Answer.

Secondary DN

For calls to, from, or picked up from a secondary DN, all line IDs displayed after a successful pickup will follow the current rules for Calling Line ID and Connected Number. The exception is for Display Call Pickup; if the call is ringing at a secondary DN, the line ID on the requesting user's display will be the ringing DN (that is, the secondary DN). Once the pickup is completed, the displays will be as for normal pickup.

Vacant Number Routing

The Call Pickup Network Wide feature fully supports Vacant Number Routing (VNR) if the route or the set of routes given by the customer for VNR contains at least one MCDN link.

Virtual Network Services

The Call Pickup Network Wide feature will not work in conjunction with the Virtual Network Services feature.

Feature packaging

The Call Pickup Network Wide feature is included in Integrated Services Digital Network (ISDN) package 145.

The following packages must also be provisioned to activate this feature:

- Directed Call Pickup (DCP) package 115
- Advanced ISDN Network Services (NTWK) package 148, and
- 1.5 Mbps PRA package 146

Feature implementation

Note: Both the target and destination switches must be equipped with a minimum software vintage of Generic X11 Release 21 in order for Call Pickup Network Wide to be functional. The software Release ID is defined in LD 17.

LD 10 – Assign a Ringing Pickup Group number to an analog (500/2500 type) telephone, and define with the Class of Service which of the Call Pickup features are allowed to be activated from this station.

Prompt	Response	Description
REQ	CHG	Change.
TYPE	500	Telephone type.
TN	I s c u c u	Terminal Number. Terminal Number for the Option 11.
...		
RNPG	(0)-4095	Ringing Number Pickup Group (RNPG). If the RNPG is set to 0 (the default) on a station, it is not possible to pick up any call ringing this station from any other set. Enter 0 to remove a station from the RNPG. Note: If the RPNG is two or more digits in length, it must be configured in the Customer Data Block (LD 15), so that it may use the Group Pickup key. See the procedure which follows LD 11.
...		
CLS	(PUD), PUA	Ringing Number Pickup (denied) allowed.
	(DPUD), DPUA	DN pickup (denied) allowed.
	(GPUD), GPUA	Group pickup (denied) allowed.

LD 11 – Assign a pickup group to a Meridian 1 proprietary telephone. Define with the Class of Service which of the Call Pickup features are allowed to be activated from this station.

The configuring of different pickup keys is optional, since the Call Pickup and Directed Call Pickup features can be activated by dialing the SPRE + xx or by dialing a Flexible Feature Code. The Digit Display key is needed for the Display Call Pickup feature.

Prompt	Response	Description
REQ	CHG	Change.
TYPE	aaaa	Telephone type, where: aaaa = SL1, 2006, 2008, 2009, 2016, 2018, 2112, 2216, 2317, 2616, and 3000.
TN	l s c u c u	Terminal Number. Terminal Number for the Option 11.
...		
RNPG	(0)-4095	Ringing Number Pickup Group (RNPG). If the RNPG is set to 0 (the default) on a station, it is not possible to pick up any call ringing this station from any other set. Enter 0 to remove a station from the RNPG. Note: If the RPNG is two or more digits in length, it must be configured in the Customer Data Block (LD 15), so that it may use the Group Pickup key. See the procedure which follows.
...		
CLS	(PUD), PUA (DPUD), DPUA (GPUD), GPUA	Ringing Number Pickup (denied) allowed. DN pickup (denied) allowed. Group pickup (denied) allowed.
...		
KEY	xx RNP yyyy	Key number, Ringing Number Pickup, Pickup Group number (optional). If the Group number is not entered, the key will pick up calls in the group assigned to the station. If the Group number is entered, the key will pick up calls in the specified group yyyy.

KEY	xx GPU	Key number, Group Number Pickup.
KEY	xx DPU	Key number, DN Pickup.
...		
KEY	xx DSP	Key number, Digit Display.

LD 15 - If the customer's Ringing Number Pickup Group is two or more digits in length (as configured in LD10/11, in response to the RNPG prompt), it must be configured in the Customer Data Block (in response to the PKND prompt); otherwise the Group Pickup key cannot be used by the group.

Prompt	Response	Comment
REQ:	CHG	Change existing data block
TYPE:	FTR_DATA	Customer Features and options
CUST	0-99	Customer number
- OPT	aaa	Options
- DGRP	(0)-2046	Maximum number of Dial Intercom Groups
- IRNG	(NO) YES	Intercom Ring
- PKND	(1)-4	Number of digits Dialed for Group Pickup
...		

LD 57 – Define the Flexible Feature Codes (FFCs) used to activate Call Pickup and Directed Call Pickup from a an analog (500/2500 type) telephone. The FFCs may also be used on Meridian 1 proprietary telephone sets.

Prompt	Response	Description
REQ	CHG/NEW	Change/add.
TYPE	FFC	Flexible Feature Code.
CUST	0-99	Customer number.
FFCT	(NO) YES	Flexible Feature Confirmation tone.
CODE	mmmm	Specific FFC type.
...		
	PUDN	Pickup DN code.
- PUDN	xxxx	Enter the Flexible Feature Code.
	PUGR	Pickup Group code.
- PUGR	xxxx	Enter the Flexible Feature Code.
	PURN	Pickup Ringing Number code.
- PURN	xxxx	Enter the Flexible Feature Code.
...		

LD 18 – Configure a Speed Call List. This Speed Call List will be used by a Ringing Number Pickup Group (RNPG) or a set of RNPGs as a search list to scan the MCDN network.

The Speed Call List entries should contain digits which can be used to route a network Call Pickup request to a remote node (e.g., mainly the ISDN PINX DN's of the remote nodes which will be scanned after a network Call Pickup request). There must be no gaps in the Speed Call List (i.e., each Speed Call List entry should be present).

Due to the time it takes to scan the remote node, it is strongly recommended to configure less than six entries in the Speed Call List.

Prompt	Response	Description
REQ	NEW, CHG, OUT	New, change, or remove.
TYPE	SCL	Speed Call List.
LSNO	0-8190	Speed Call List number
...		
DNSZ	4-(16)-31	Maximum size of DNs allowed for Speed Call list.
SIZE	1-1000	Maximum number of DNs allowed in Speed Call list. Note: The size cannot be greater than the value entered against the STOR prompt below.
...		
STOR	000-999 xxxx	Speed Call List entry number and digits (PINX DN) stored against it. Note: The STOR entry cannot be blank.

LD 18 – On a per customer basis, define the Ringing Number Pickup Groups that are network wide by linking them to one of the previous defined Speed Call Lists. Different RNPGs may be linked to different Speed Call Lists.

Prompt	Response	Description
REQ	NEW, CHG, OUT	New, change, or remove.
TYPE	CPNW	Call Pickup Network Wide data.
CUST	0-99	Customer number.
LSNO	0-8190	A Speed Call List associated with Call Pickup network wide groups.
- GRP	0-4095	Ringing Number Pickup Group (RNPG) using this Speed Call List. Repeat for all groups sharing the same list. Enter <CR> to reprompt LSNO.
	X0-4095	Enter X to remove an RNPG.

LD 17 – Define the software Release ID at the far end of the D-Channel. Both the target and destination switches must be equipped with a minimum software vintage of Generic X11 Release 21 in order for Call Pickup Network Wide to be functional.

Prompt	Response	Description
REQ	CHG	Change I/O device.
ADAN	CHG DCH 0-63	Change D-channel information
...		
- RLS	21	Release ID of the switch at the far end of the D-channel. Note: Both the target and destination switches must be equipped with a minimum software vintage of Release 21.
...		

LD 15 – Define the customer's Private Integrated Network Identifier (PNI) and Private Integrated Services Network Exchange (PINX) DN.

Prompt	Response	Description
REQ	CHG	Change.
TYPE	NET_DATA	Networking data.
CUST	0-99	Customer number.
...		
ISDN	YES	Allow ISDN for this customer.
- PNI	1-32700	Define the Private Network Identifier.
- PINX_DN	xx...x X	Node DN, up to seven digits with DN Expansion package 150. Enter X to remove.

LD 15 – Define the special prefix code (SPRE) to be able to activate the Call Pickup features by dialing SPRE + xx.

Prompt	Response	Description
REQ	CHG	Change.
TYPE	FTR_DATA	Customer Features and options
CUST	0-99	Customer number.
...		
- SPRE	xxxx	Special Prefix number for this customer.
...		

LD 16 – Configure the PNI on the route. This PNI must correspond to the one configured in LD 15 on the target (remote) node.

Prompt	Response	Description
REQ	CHG	Change.
TYPE	RDB	Route data block.
ROUT	0-511	Route number.
...		
ISDN	YES	ISDN is allowed on this route.
- PNI	1-32700	Define the Private Network Identifier.

Feature operation

Display Call Pickup

This feature is only supported on Meridian Digital Telephones (with the exception of the M2317, and M3000).

- 1 Press the DSP key.
 - The DSP key is lit.
- 2 Press the RNP key.
 - The RNP key is flashing.
- 3 The display will show: Hbbbb1 Haaaa2

Where 1 = The DN of the originating party if it is local or available from CLID. If no CLID is available for a remote, originating party, either the route access code and the route member number are displayed if the ringing set is local, or dashes ("----") are displayed if the ringing set is remote. This is because the route access code of a route has no meaning on the requesting node. The "H" is displayed if the DN can be determined and it is located on another node.

Where 2 = The DN of the originally called (ringing) party. The "H" is displayed if the DN is located on another node than the requesting party.

- The RNP key is winking for five seconds.
- 4 Press the DN key.
 - The DN key is lit.
 - 5 Press the RNP key. If the RNP key is pressed during the five seconds it is winking, Directed Call Pickup by DN is attempted. If the RNP key is dark when pressed, normal Ringing Number Pickup treatment takes place.
 - The RNP key is flashing.

- 6** You are connected to the call.
- The RNP key becomes dark.
 - For sets with display the following is shown:
 “Name”1
 Hcccc2 Hbbbb3 “P”4

Where 1 = Either the originating party’s name or the originally called party’s name is displayed depending on the requesting party’s Class of Service.

Where 2 = The DN of the originating party if it is local or available from CLID. If no CLID is available for a remote, originating party, either the route access code and the route member number are displayed if the ringing set is local, or dashes (“---”) are displayed if the ringing set is remote. This is because the route access code of a route has no meaning on the requesting node. The “H” is displayed if the DN can be determined and it is located on another node.

Where 3 = The DN of the originally called party. The “H” is displayed if the DN is located on another node than that of the requesting party.

Where 4 = The string defined in LD 95 for Call Pickup. The default is “P”

Ringling Number Pickup

To answer a call in your Call Pickup group from a Meridian Digital Telephone:

- 1** Lift the handset, or press a DN key.
 - The DN key is lit (if pressed).
- 2** Press the RNP key or dial SPRE + 3 or dial PURN FFC.
 - The RNP key is flashing.
- 3** You are connected to the call.
 - The RNP key becomes dark.
 - For sets with display, refer to setp 3 under “Display Call Pickup”.

To answer a call in your Call Pickup group from an analog (500/2500 type) telephone:

- 1 Lift the handset.
- 2 Dial SPRE + 3 or PURN FFC.
- 3 You are connected to the call.

Directed Call Pickup by Group Number (Group Pickup)

To answer a call in another Call Pickup group from a Meridian Digital Telephone:

- 1 Lift the handset, or press a DN key.
 - The DN key is lit.
- 2 Press the GPU key or dial SPRE + 94 or dial PUGR FFC.
 - The GPU key is lit (if pressed).
- 3 Dial the pickup group number.
 - Once the group number is dialed completely, the GPU key is flashing to indicate that a search or scan is in progress.
- 4 You are connected to the call.
 - The GPU key becomes dark.
 - For sets with display, refer to Step 3 under “Display Call Pickup”.

To answer a call in another Call Pickup group from an analog (500/2500 type) telephone:

- 1 Lift the handset.
- 2 Dial SPRE + 94 or PUGR FFC.
- 3 Dial the pickup group number.
- 4 You are connected to the call.

Directed Call Pickup by Directory Number (DN Pickup)

To answer a call on a specified DN from a Meridian Digital Telephone:

- 1** Lift the handset, or press a DN key.
 - The DN key is lit.
- 2** Press the DPU key or dial SPRE + 95 or dial PUDN FFC.
 - The DPU key is lit (if pressed).
- 3** Dial the extension number.
 - Once the group number is dialed completely, the DPU key is flashing to indicate that a search or scan is in progress.
- 4** You are connected to the call.
 - The DPU key becomes dark.
 - For sets with display, refer to Step 3 under “Display Call Pickup”.

To answer a call on a specified DN from an analog (500/2500 type) telephone:

- 1** Lift the handset.
- 2** Dial SPRE + 95 or PUDN FFC.
- 3** Dial the extension number.

You are connected to the call.